

Revision: HCFA-PM-87-4 (BERC)  
March 1987

SUPPLEMENT 1 TO ATTACHMENT 3.1-A  
Page 5b  
OMB NO.: 0939-0193

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State OKLAHOMA

Case Management Services

- F. The State assures that the provision of case management services will not restrict an individual's free choice of providers in violation of section 1902(a)(23) of the Act.
1. Eligible recipients will have free choice of the providers of case management services.
  2. Eligible recipients will have free choice of the providers of other medical care under the plan.
- G. Payment for case management services under the plan shall not duplicate payments made to public agencies or private entities under other program authorities for this same purpose.

STATE <i>Oklahoma</i>	A
DATE RECD <i>JAN 04 1994</i>	
DATE APVD <i>JAN 19 1996</i>	
DATE EFF <i>OCT 01 1993</i>	
HCFA 179 <i>93-21</i>	

New 10-01-93

TN# *93-21* Approval Date *1/19/96* Effective Date *10/1/93*  
Supersedes  
TN# **SUPERSEDES: NONE - NEW PAGE**

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State OKLAHOMA

CASE MANAGEMENT SERVICES

A. Target Group: Persons under the age of 18 who are in emergency, temporary or permanent custody of the Department of Human Services (DHS) or in voluntary status who are placed in out-of-home care or trial adoption.

B. Areas of State in which services will be provided:

☒ Entire State.

☐ Only in the following geographic areas (authority of section 1915(g)(1) of the Act is invoked to provide services less than Statewide:

C. Comparability of Services

☐ Services are provided in accordance with section 1902(a)(10)(B) of the Act.

☒ Services are not comparable in amount, duration, and scope. Authority of section 1915(g)(1) of the Act is invoked to provide services without regard to the requirements of section 1902(a)(10)(B) of the Act.

Definition of Services: Case Management services are activities that assist the target population in gaining access to needed medical, social, educational and other services. These services include services covered under the Medicaid State Plan as well as those services not covered under the Medicaid State Plan.

The components of case management services include:

Assessment: The case manager performs activities related to client requests for services and community referrals requesting assessment of clients needs for services.

New 08-01-97

TN# 97-10 Approval Date 6/29/98 Effective Date 8/1/97  
Supersedes

TN# SUPERSEDES: NONE (NEW PAGE)

Original filed at Co. of Superior Stamps

A	
STATE <u>OKLAHOMA</u>	
DATE REC'D <u>8-30-97</u>	
DATE APP'D <u>6-29-98</u>	
DATE EFF <u>8-1-97</u>	
HCFA 179 <u>97-10</u>	

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State OKLAHOMA

**CASE MANAGEMENT SERVICES**

After the need for services or care has been determined, the case manager identifies the clients medical, social, educational and other needs through contact with the client and consultation with the social worker, the client's parents or caregiver, and other professionals as appropriate.

2. Case Planning: At the completion of the assessment, a case plan is developed which identifies the care, services and resources required to meet the client's needs and how they might most appropriately be delivered. The case plan is developed through a collaborative process involving the client and consultation with the social worker, the client's parents or caregiver, and other professionals as appropriate.
3. Service Coordination and Monitoring: Through linkage, coordination, facilitation and advocacy, the case manager ensures the clients access to the care, services and resources identified in the individual service plan. All services coordination and monitoring activity, including advocacy is client-specific and is directed at ensuring access.
3. Case Plan Reassessment: The case manager will determine whether or not medical, social, educational or other services continue to be adequate to meet the goals of the case plan. Reassessment decisions include whether to continue, change or terminate services. Activities may include assisting clients to access different medical, social, educational or other needed care and services beyond those already provided. Reassessment activities include, but are not limited to case staffings, face-to-face and telephone contacts.

Service	Unit	Limitation
Case Management	one (1) month	Maximum of 1 documented unit per month

TN# 97-10 Approval Date 6-29-98 Effective Date 8-1-97  
Supersedes

TN# **SUPERSEDES: NONE - NEW PAGE**

New 08-01-97

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State OKLAHOMA

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**CASE MANAGEMENT SERVICES**

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E. Qualifications of Case Management Providers:

**Provider Qualifications:**

1. A minimum of five years experience in providing all core elements of case management services including:
  - a. individualized strengths and needs assessment
  - b. needs-based service planning
  - c. service coordination and monitoring
  - d. ongoing assessment and treatment plan revision
2. A minimum of five years experience in providing case management services that coordinate and link the community resources required by the target population.
3. A minimum of five years experience in meeting the case management and service needs of the target population.
4. An administrative capacity to insure quality of services in accordance with State and Federal requirements.
5. A financial management capacity and system that provides documentation of services and costs.
6. A capacity to document and maintain individual case records in accordance with State and Federal requirements.
7. Ability to meet all State and Federal laws governing the participation of providers in the State Medicaid Program including, but not limited to, the ability to meet Federal and State requirements for documentation, billing and audits.

*Revised 5/97*

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STATE <u>OKLAHOMA</u>
DATE REC'D <u>9-30-97</u>
DATE APP'D <u>6-29-98</u>
DATE EFF <u>8-1-97</u>
HCFA 179 <u>97-10</u>

New 08-01-97

TN# 97-10 Approval Date 6/29/98 Effective Date 8-1-97  
Supersedes

TN#

**SUPERSEDES: NONE - NEW PAGE**

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State OKLAHOMA

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**CASE MANAGEMENT SERVICES**

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Case Manager Qualification:

1. Must be employed by the provider agency.
2. Possess at a minimum, a bachelor of social work degree; or a bachelor's degree and one year of experience in professional social work; or a master's degree in behavioral science.
3. Possess knowledge of the principles and practices of:
  - a. social work
  - b. laws, rules, regulations and policies and procedures governing agency programs
  - c. community resources
  - d. human developmental stages and related dysfunctions
  - e. sensitivity to cultural diversity
  - f. emotional, physical and mental needs of client
4. Possess skill in:
  - a. interviewing
  - b. getting clients to explore opportunities and extraction information
  - c. casework management
  - d. setting goals in cooperation with clients
  - e. time management
  - f. prioritizing and organizing needs of clients
  - g. courtroom testimony, terminology and procedures
  - h. crisis intervention
  - i. working with a multidisciplinary approach
  - j. developing, evaluation and modifying an intervention plan on an ongoing basis

*initials/initials*

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STATE <i>oklahoma</i>
DATE REC'D <i>2-30-97</i>
DATE APP'D <i>6-20-98</i>
DATE EFF <i>8-1-97</i>
HCFA 179 <i>97-10</i>

New 08-01-97

TN# 97-10 Approval Date 6-2-98 Effective Date 8-1-97

Supersedes

TN# **SUPERSEDES: NONE - NEW PAGE**

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State OKLAHOMA

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CASE MANAGEMENT SERVICES

Case managers must work for an agency that has been established for the purpose of providing case management services. Services must be made available to all eligible recipients and must be delivered by provider agencies on a statewide basis with procedures that assure 24 hour availability. The protection and safety of recipients, continuity of services without duplication, and compliance with Federal and State mandates and regulations related to servicing the targeted population must be met in a uniform and consistent manner. The client has the right to refuse case management and cannot be restricted from services because of refusal of case management services.

F. The State assures that the provision of case management services will not restrict an individual's free choice of providers in violation of Section 1902(a)(23) of the Act.

1. Eligible recipients will have free choice of the providers of case management services.
2. Eligible recipients will have free choice of the providers of other medical care under the plan.

G. Payment for case management services under the plan shall not duplicate payments made to public agencies or private entities under program authorities for this same purpose.

STATE OKLAHOMA  
DATE REC'D 9-30-97  
DATE APP'D 6-29-98  
DATE EFF 8-1-97  
HCFA 179 97-10

A

New 08-01-97

TN# 97-10 Approval Date 6-29-98 Effective Date 8-1-97  
Supersedes

TN# SUPERSEDES: NONE - NEW PAGE

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State OKLAHOMA

**CASE MANAGEMENT SERVICES**

- A. Target Group: Persons under the age of 18 who are in temporary custody or supervision of the Office of Juvenile Affairs (OJA), who are placed in own home or out-of-home care or eligible recipients under age 18 whose behavior places them at risk of coming into the custody or supervision of OJA.
- B. Areas of State in which services will be provided:
- ☒ Entire State.
- ☐ Only in the following geographic areas (authority of section 1915(g)(1) of the Act is invoked to provide services less than Statewide:
- C. Comparability of Services
- ☐ Services are provided in accordance with section 1902(a)(10)(B) of the Act.
- ☒ Services are not comparable in amount, duration, and scope. Authority of section 1915(g)(1) of the Act is invoked to provide services without regard to the requirements of section 1902(a)(10)(B) of the Act.
- D. Definition of Services: Case Management services are activities that assist the target population in gaining access to needed medical, social, educational and other services. Major components of the services include working with the client in gaining access to appropriate community resources. The case manager may also provide referral, linkage and advocacy.

The components of case management services include:

1. Assessment: The case manager performs activities related to client requests for services and community referrals requesting assessment of client needs for services.

STATE <u>OK</u>	New 08-01-97
DATE REC'D <u>9/30/97</u>	Effective Date <u>8/1/97</u>
Approval Date <u>6/9/98</u>	
DATE APP'VD <u>8/1/97</u>	
DATE EFF <u>97-11</u>	
HCFA 179 <u>97-11</u>	

TN# 97-11  
Supersedes  
TN#

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State OKLAHOMA

**CASE MANAGEMENT SERVICES**

After the need for services or care has been determined, the case manager identifies the client's medical, social, educational and other needs through contact with the client and consultation with the social worker, the client's parents or caregiver, and other professionals as appropriate.

2. Case Planning: At the completion of the assessment, a case plan is developed which identifies the care, services and resources required to meet the client's needs and how they might most appropriately be delivered. The case plan is developed through a collaborative process involving the client, the social worker, the client's parents or caregiver, and other professionals as appropriate.
3. Services Coordination and Monitoring: Through linkage, coordination, facilitation and advocacy, the case manager ensures the client's access to the care, services and resources identified in the individual service plan. All services coordination and monitoring activity, including advocacy, is client-specific and is directed at ensuring access.
4. Case Plan Reassessment: The case manager will determine whether or not medical, social, educational or other services continue to be adequate to meet the goals of the case plan. Reassessment decisions include whether to continue, change or terminate services. Activities may include assisting clients to access different medical, social, educational or other needed care and services beyond those already provided. Reassessment activities included, but are not limited to case-staffings, face-to-face and telephone contacts.

Service	Unit	Limitation
Case Management	one (1) month	Maximum of 1 documented unit per month

TN#	97-11	STATE	OK	New 08-01-97 Effective Date 8/1/97
Supersedes		DATE REC'D	9/30/97	
TN#		Approval Date	6/9/98	
		DATE EFF	8/1/97	
		HCEA 179	97-11	

SUPERSEDES: NONE - NEW PAGE



Corrected

SUPPLEMENT 1 TO ATTACHMENT 3.1-A

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STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State OKLAHOMA

CASE MANAGEMENT SERVICES

E. Qualifications of Case Management Providers:

**Provider Qualifications:**

1. The provider agency must demonstrate that their staff has experience working the target population.
2. A minimum of five years experience in providing all core elements of case management services including:
  - a. individualized strengths and needs assessment
  - b. needs-based service planning
  - c. service coordination and monitoring
  - d. ongoing assessment and treatment plan revision

3. Adequate administrative capacity to fulfill State and Federal requirements.

4. A financial management capacity and system that provides documentation of services and costs.

5. A capacity to document and maintain individual case records in accordance with State and Federal requirements.

6. Ability to meet all State and Federal laws governing the participation of providers in the State Medicaid program including, but not limited to, the ability to meet Federal and State requirements for documentation, billing and audits.

Statutory authority to care for, supervise and provide services to the targeted population on a statewide basis.

A minimum of five years experience in providing the case management services that coordinate and link the community resources required by the target population.

A minimum of five years experience in meeting the case management and service needs of the target population, including the statewide contract management/oversight and administration of services funded through the Oklahoma Children's Initiative.

New 08-01-97

TN# 97-11 Approval Date 6/9/98 Effective Date 8/1/97

Supersedes

TN# \_\_\_\_\_

SUPERSEDES. NO. \_\_\_\_\_

OK	9/30/97
DATE RECD	6/9/98
DATE APPROVD	8/1/97
DATE EFF	97-11
TRCER #79	

Corrected

SUPPLEMENT 1 TO ATTACHMENT 3.1-A

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STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State OKLAHOMA

CASE MANAGEMENT SERVICES

10. Responsibility for planning and coordinating statewide juvenile justice and delinquency prevention services in accordance with Title 10, Section 7301-1.2 of Oklahoma Statutes.

**Case Manager Qualification:**

1. Must be employed by the provider agency or its contractor.
2. Possess a minimum of a bachelor's degree in a behavioral science or a bachelor's degree and one year of professional experience in juvenile justice or a related field.
3. Possess knowledge of laws, rules, regulations, legislation, policies and procedures as they pertain to:
  - a. the State administration of juvenile justice and the investigation of juvenile delinquency
  - b. community resources
  - c. human developmental stages and related dysfunctions
  - d. social work theory and practices
  - e. emotional, physical and mental needs of children and families
  - f. sensitivity to cultural diversity
  - g. clinical and counseling techniques and treatment of juvenile delinquency

4. Possess skill in:

- a. crisis intervention
- b. gathering necessary information to determine the needs of the child
- c. casework management
- d. courtroom testimony, terminology and procedures
- e. effective communication
- f. developing, evaluating and modifying and intervention plan on an ongoing basis
- g. establishing and maintaining constructive relationships with children and their families
- h. helping families become and maintain as functional family units
- i. working with courts and law enforcement entities

New 08-01-97

TN# 97-11 Approval Date 6/9/98 Effective Date 8/1/97

Supersedes

TN# SUPERSEDES: NONE - NEW PAGE

A	
STATE	OK
DATE REC'D	7/30/97
DATE APP'D	6/9/98
DATE EFF	8/1/97
HSCA 179	97-11